



The World keeps turning ...

It is nearly 10 years since Synapsys Solutions began providing innovative interface solutions for the building controls industry, at that time most sites would have had their utility meters and HVAC plant hardwired to the BEMS, or more often not connected at all. Now there is much more metering which together with the HVAC plant will be connected to the BEMS using various communication networks to pass much more information, accurately and in real time.

This dramatic change has been driven by the need for more information to improve monitoring and control that is essential to reduce energy costs and meet carbon reduction targets and legislation. Additionally technology has changed with the availability of low cost communicable meters and HVAC controls and the rise of Open

Systems and Ethernet TCP/IP networking. The result is that the BEMS sales and engineering teams not only need HVAC controls knowledge, but now need to be communications experts as well!

One thing has not changed and that is the continuous pressure to deliver projects within budget and timescales.

Recognising these issues, Synapsys Solutions has created the SIP which simplifies interfacing for a wide number of communications protocols covering the vast majority of plant. We are now taking this ease of interfacing one stage further by supplying pre-programmed standardised solutions for many popular metering and plant products. The result is a product that is easy to use and cost effective, can be commissioned by your own engineers in the minimum time possible and without the need for specialist tools or training. However, we continue to provide onsite engineering and commissioning where needed.

Smart technology is only part of the solution, first class support is hugely important - as anyone who has been desperate to get a quote out quickly or stuck on site trying to get a system working will testify. In the past year we have invested heavily on customer support taking on Su (Customer Administrator), Peter (Technical Support) and Sean (Documentation) and have now implemented Microsoft Dynamics CRM to manage all company processes from customer enquiries through to invoices.

Harvey Roft *Managing Director*

Introducing ...

Meet our two latest recruits who have joined us to further strengthen the support and service we offer all of our customers.

Su Herring: Su has joined us as an Administrator and her primary responsibility will be to manage our engineering resource for customers, provide first line customer contact and manage our Customer Relationship Management system. Su has extensive administration and business experience which will help us to continue to deliver excellent customer service. su.herring@synapsys-solutions.com



Peter Adams: Peter is our in-house Technical Support Engineer, available at the end of a telephone or email to support customers using our interface products. In addition to providing technical support and product testing Peter is developing a Technical Knowledge and FAQ database for our engineering teams, which will in time be developed with a customer section on our website. Peter brings with him 14 years technical support experience from within the electronics industry. peter.adams@synapsys-solutions.com



Technical Support Documentation

We realise the importance of providing comprehensive technical support information for our customers who are commissioning our products onsite for their customers. Our Technical Author, Sean Samuel, has been working hard over the last few months to get our documentation up to scratch.

Datasheets for our key SIP products can now be downloaded from our website and User/Configuration Guides are available for all customers purchasing our products. www.synapsys-solutions.com



Thinking about CRC/L2 legislation?

Carbon Reduction Commitment requirements mean that consideration must be given as to how significant energy savings and carbon emission reductions can be delivered in commercial buildings.

Optimising the Building Energy Management System (BEMS) will clearly help deliver against these requirements, however like all things, the quality of what you get out can only be as good as the quality you put in.

Our range of interface products ensure that your BEMS is fully optimised, helping you to link meters, sub-meters and plant whilst delivering increased information which will enhance the energy management and monitoring functionality.

For more information about the impact of CRC/L2 regulations please see the news bulletin on our website.



Project Update ...

Surrey University

The M-Bus protocol is being adopted across the campus, for all energy and utility metering and the SIP interfaces installed provide information for Team Software and Trend 963, avoiding discrepancies from pulse counters.

Central St. Giles (London)

SIP metering and air conditioning interfaces have been utilised at this prestigious Central London mixed use commercial, retail & residential development.

Data Centre (Woking)

Automated Building Control selected the SIP SNMP interface for this large Data Centre project.

For more information visit www.synapsys-solutions.com

For any enquiry please do not hesitate to call us or alternatively you can get in touch via one of the following email addresses:



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Orders: orders@synapsys-solutions.com
Marketing: marketing@synapsys-solutions.com
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Demonstrations & Training



Obviously the best way of finding out how something works, what the benefits are and to learn how to use it is to see it first-hand. All of our sales team and directors are first and foremost engineers and can offer product demonstrations and training, either at your office or at our head office in Burgess Hill, just north of Brighton and a short drive from Gatwick or at our Northern office in Burton-on-Trent.

Our Sales Engineers can provide a real time demo and our recently refitted demo room at Woodlands Court has a fully functional demo system. Whilst the SIP interface product range is easy to engineer and set up and is supported by technical documentation, we can offer additional onsite/offsite training if required.

If you would like to arrange a demonstration visit by one of our Sales Engineers or would like to discuss training options please contact us.

Are your lights under proper control?

We are all aware that lighting represents a major slice of the electricity bill and it is also the most visible sign of energy use and waste but what can you do about it?

open
technology

Our sister company Open Technology can help you bring your lighting under proper control and if required integrate it with your BEMS.

LiGO intelligent lighting control system at a glance ...

- Visible energy saving
- Easy to specify
- Uncomplicated installation
- Future proofed technology
- Easy to maintain



For more information please visit www.opentechnologyuk.com or call on 0845 680 4004

Synapsys Solutions and Open Technology are once again delighted to be supporting the Association of University Engineers Conference, which this year



is being hosted by Manchester University. This represents an excellent opportunity to present and demonstrate how the latest technology in building and lighting controls can help University estates minimise energy use and make savings. Meeting with estate engineers gives us a valuable insight into the challenges being faced.